

Custodial, Labor and Trades Branch  
Equipment Operation Group  
Coach Operator Series

**CHIEF COACH OPERATOR**

11/00 (REB)

*Summary*

Under general supervision, on assigned shift, provide non-supervisory professional guidance to a designated group of Coach Operators, and operate passenger coach over specified routes following prescribed time schedules.

*Typical Duties*

Act as team leader to assigned staff. Involves: leading regular sessions with assigned staff to confer on difficulties encountered in public transit service, and techniques and objectives for improving service; providing impromptu guidance or support to designated employees on matters pertaining to provision of transit service to the public; observing staff in the field; meeting with management to assess operational training and departmental procedural needs and recommend changes based on field observations; explaining and exhibiting best practices for achieving department objectives regarding personnel rules and regulations, standards of conduct, work attendance and safe working practices on an on-going basis; assisting in performance evaluation process by reporting significant work patterns and offering recommendations for commendations or improvement; conducting or assisting in field or classroom training to Coach Operator or Trainee staff; assisting in specialized departmental studies or planning by providing expert coach operational guidance.

Operate passenger coach. Involves: starting coach; checking for proper operation and making necessary adjustments; inspecting body of coach, tires, doors, windows, motor performance and other safety equipment for unreported damage or malfunctions; picking up assigned route material, including trip sheets and transfer pads, from dispatcher; assuring farebox is installed and in proper working order; maintaining time schedules within departmental limits; operating wheel chair lift, and securing and releasing wheel chairs, or otherwise assuring passengers are properly accommodated prior to putting coach into motion; assisting passengers to board as required and authorized; checking time schedule and boarding passengers at designated bus zones; assuring proper fares are deposited into farebox; answering passenger questions about such topics as routes, discharge zones, schedules and fares; issuing, receiving, counting and turning in transfers; checking passenger identification cards and punching fare cards; counting passengers; operating a two-way radio; reporting mechanical defects, road hazards, traffic accidents and passenger injuries to supervisors and relief drivers; reporting unusual incidents to supervisors; recommending service improvements.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting for own supervisor, coworkers, or subordinates as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for projects or activities overseen by higher graded non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under close supervision; logging activities, and preparing and submitting recurring or special status reports; keeping tools, equipment and work area orderly, safe and clean.

*Minimum Qualifications*

Training and Experience: Graduation from High School or G.E.D. plus (5) years of full-time coach operation; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: operation of passenger buses; routes and schedules; City geography; traffic laws; hazards and safety precautions and practices of the trade; customer service techniques and practices; departmental policies, procedures and practices; capabilities and specifications of coaches and coach equipment.

Ability to: follow oral and written instructions; discern, describe and report equipment malfunctions or violations of operational procedures; adhere to prescribed routes and schedules; clearly and courteously impart information to

the public, or offer professional guidance to assigned staff; communicate effectively in oral or written form to report on activities or observations; maintain effective working relationships with fellow employees and the general public in order to coordinate activities and render service; explain and follow departmental policies, procedures and goals; prepare simple reports; perform simple arithmetic.

Skill in the safe operation and care of: passenger coaches and two-way radios.

*Licenses and Certificates:* Valid Class "B" Commercial Driver's License with passenger endorsement.

*Special Requirements:* Subject to call back, and working flexible hours, weekends, holidays and mandatory overtime, as required. Must be 21 years of age; must pass biannual physical examinations; must pass background investigation. Positions assigned duties which require a Commercial Driver's License (CDL) to operate vehicles on public thoroughfares, [or positions of a safety sensitive nature within Mass Transit], are subject to federal drug and alcohol testing regulations, which include preemployment, post-accident, reasonable suspicion, random, return to duty and follow-up testing.

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Director of Personnel

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Department Head

OFFICIAL